

STREAMLINE



Spring 2016

**Hanford Fire
Implements New
Work Schedule**

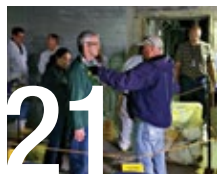
**MSA Looks to the
Future with Key
Hardware Upgrade**

**MSA Receives
Third VPP Star**

**MANHOLE COVER REPLACEMENT DEMONSTRATES
TEAMWORK, SAFETY < PAGE 23**



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Cover Photo:

Electrical Utility workers Vince Leffler, Nathan Case and Dean McGuire work to set the new manhole cover in the 200 East Area.



A CLOSER LOOK

STREAMLINE is published by Mission Support Alliance Communications and highlights company business and employee contributions. Readers are invited to share news events, including volunteer activities, individual achievements and program accomplishments.

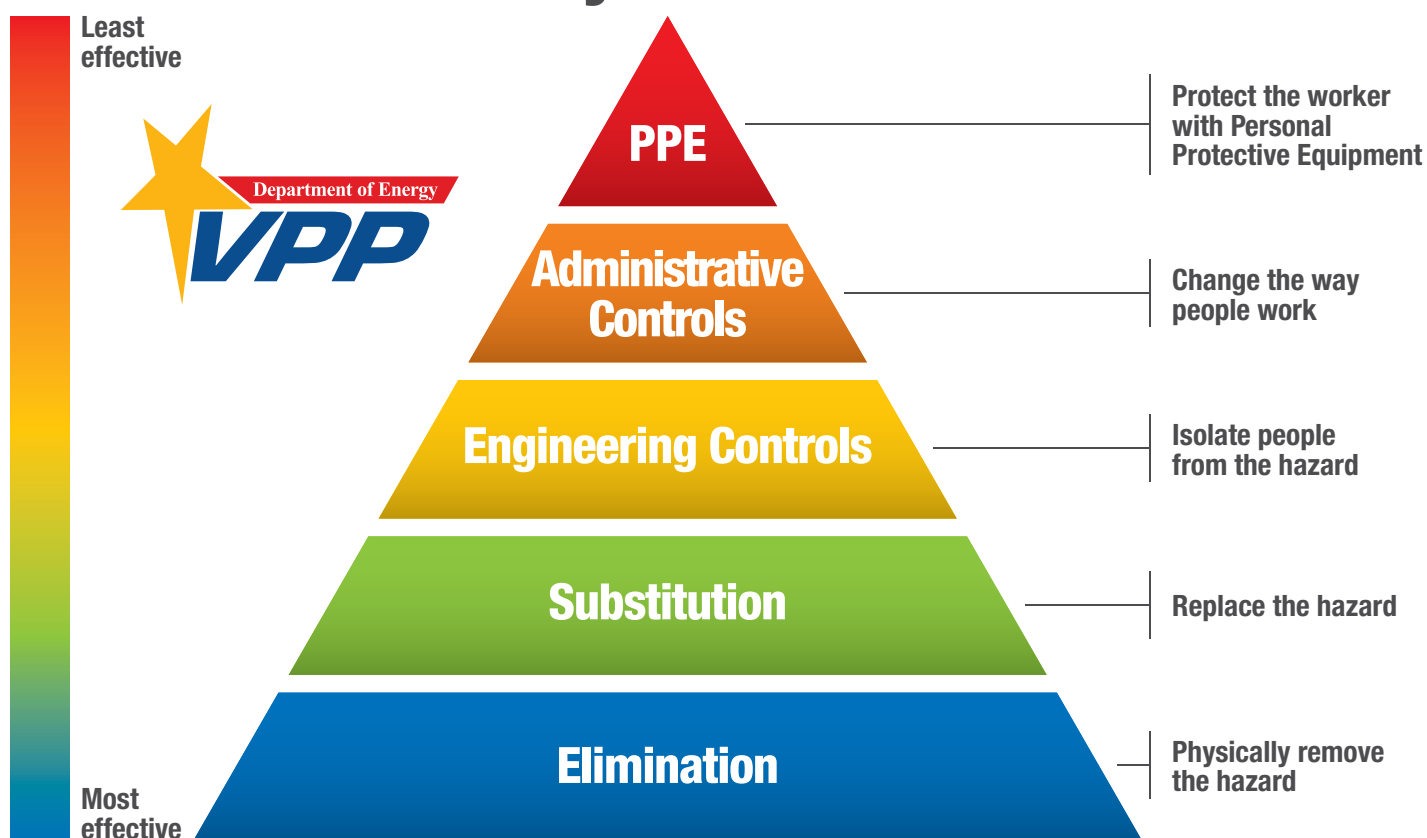
Please email your ideas, suggestions and specific news items for consideration to:

MSACSo@rl.gov or call (509) 376-0469.

SAFETY FIRST



Hierarchy of Controls



Hierarchy of Controls

MSA's VPP Core Team completed a significant effort to improve knowledge of hierarchy of controls. Information was communicated using posters, EZAC meetings, a Safety Start and the Safety Sleuth weekly contest. Throughout 2015, safety hazard controls were emphasized and included in various employee meeting agendas, including our all employee meeting agendas.

MSA produced a company video on hierarchy of controls using MSA workers as actors. There is a need to continue efforts to improve the understanding of why hazard controls are critical to performance of safe work and the safety of the worker. This includes the sequential decision-making process of hierarchy of controls and determining the appropriate level of control.

Walking Through Life Campaign

In 2015, MSA established new goals to ensure the safety of the worker through heightened awareness of potential daily hazards. As a result, a series of presentations called “Walking Through Life” were designed and developed to engage the worker and raise the awareness of obscure hazards that lead to injuries. MSA has achieved a high level of success in reducing injuries while continuing to encourage reporting, resulting in a workplace with little or no significant injuries. However, MSA strives to achieve zero injuries.

MSA has released four of the six modules in 2016 and it is a senior management expectation that all MSA workers will receive these presentations. In addition, Monday morning safety starts will kick off each of the monthly presentation topics for continued focus.



Mike Wilson, Vice President
Environmental, Safety & Health

Lessons Learned

The MSA Operating Experience Program manages the OPEXShare Web application for DOE. The application contains various types of information, including Lessons Learned from across the DOE complex. Recently published content includes:

- Pipe Safety Hazard Alert
- Worker Suffers Serious Injury from 4-foot Fall
- Low Oxygen Discovered in Maintenance Tent

To view Lessons Learned and other Operating Experience information, go to opexshare.doe.gov.

PZAC/All-Chair ZAC Calendar

The Presidents’ Zero Accident Council (PZAC) and the All-Chair ZAC meetings are held monthly. PZAC is held at the 2420 Stevens building and is open to employees. The All-Chair ZAC meetings are held in various locations from month-to-month and are open to all Employee Zero Accident Council chairs and co-chairs. Check the monthly Outlook notice for specific locations each month.

Safety Awards | (December – March)

Kathryn Wheeler Safety Leadership Award

Libby Butler was awarded the Kathryn Wheeler Safety Leadership Award for 2016 (pictured left to right) Mike Wilson, Libby Butler and Bill Johnson.



Presidents' Lifesaving Award

Jonathan Castillo, Chad Foster, Richard Golie, Robbert Sadesky, Rich Woodall and Travis Zimmerman were awarded the Presidents' Lifesaving Award for rapid response time and lifesaving skills when responding to a person experiencing chest pain.

James Marquardt received the Presidents’ Lifesaving Award for responding to a rollover accident that occurred in the 200 East Area.

Safety Honor Roll Award

Ed Dodd and Natalie Klasen received the Safety Honor Roll award for assisting an intern to HPMC when they noticed she was having difficulty with her vision and balance.

Brad Kever and Trampas Stubbs received the Safety Honor Roll award for assisting a person involved in a car fire near the 300 Area.

George Worby, Tia Newell, Bob Tucker, Kevin Milford, Mike Bunch, Nic Croft and Rick Boarder received the Safety Honor Roll award for obtaining their Safety Trained Supervisor Certification. This certification provides a means for individuals and employers to verify safety and health knowledge important for first-line supervisors, managers and any person with safety responsibilities.

Silvia Morales received the Safety Honor Roll award for providing assistance to an elderly man who was lost and disoriented.

All-Chair ZAC	PZAC
May 10 (at EXPO 2016)	May 19
June 14	June 16
July 12	July 21

Note: PZAC meetings are typically scheduled on the third Thursday of each month, however are subject to change.



Bill congratulates James Marquardt for receiving the Presidents' Lifesaving Award at a recent PZAC meeting.

"Excellence is never an accident: It is the result of high intention, sincere effort, intelligent direction, skillful execution and the vision to see obstacles as opportunities." - ANONYMOUS

As a team, you have embraced MSA's values and goals with intention, effort, execution and vision. The excellence you've achieved has not been by accident. I could fill this newsletter naming them all, but a few recent accomplishments include:

- Our Hanford Site locksmiths who continually deliver quality customer service (which is reflected in their outstanding customer satisfaction surveys). This group has truly embraced our safety culture and hasn't had a workplace injury in more than 30 years!
- The firefighter lieutenants in the Respiratory Protection Shop who have been managing a significant increase in activity due to work at PFP and tank farms. They maintain positive relationships with all customers, meet schedules and identify efficiencies for their customers.
- EZAC chairs across the company who put in the extra effort and time to help ensure all our employees are kept up-to-date on safety awareness, safety log book items are resolved and we stay attentive to safety for ourselves and others.

One of our goals is to position MSA as "employer of choice," and the question has been raised on what that really means. As with many things, it can mean different things to different people. For the leadership team at MSA,

being the employer of choice means enhancing recognition, developing our employees as our most important resource and making employee-centric decisions.

In the past year, we have initiated the Breakfast of Champions recognition, expanded Honors Night, changed policies based on employee input, increased scholarships, implemented a forum for field work supervisors, improved our partnership with stewards and safety reps, enhanced employee communications, and built the MSA Cares program, enabling employees to reach out to the community.

It's important to remember that, like safety, becoming the employer of choice is an evolution – we won't simply check it off the list and say it's complete. It is a goal we will continually be working towards and improving upon. It's a goal that will need constructive feedback and two-way communication between employees and leadership to ensure its on-going success.

As we continue working towards our shared goals, we should all strive for excellence and safety in everything we do. Remember, excellence is not only skill, it's also attitude. ■

Bill Johnson
President

EMPLOYER OF **CHOICE**



MSA strives to create compensation and employee engagement programs that foster the GROWTH of MSA as individuals. Our goals include ensuring that employees are valued and receive recognition for the quality of work they do.



MSA Honors Night 2016

On January 28, MSA hosted its 5th annual Honors Night recognizing 29 employees and 6 teams for their outstanding achievements over the past year.

DELIVERING ON COMMITMENTS



This award recognizes those who have shown dedication to consistently perform their job with a strong sense of customer service. The award is given to employees who go above and beyond to understand and serve their customer's needs, consistently deliver quality products and show diligence and follow-through to ensure that deliverables are completed on time.

Delivering on Commitments Honorees: Kim Leonard, Rusty Knight, Renee Brooks, Tom Pysto, Connie Varriale. Not Pictured: Kyle St. George.

MAINTAINING OUR VPP STAR



This award recognizes those who show leadership and commitment to fostering and supporting MSA's safety culture. The award is given to employees who consistently exhibit commitment to safety and security, encourage co-workers and others to follow procedures and promote a positive safety culture.

Maintaining our VPP Star Honorees: Front row - Libby Butler, Lacey Shelp, Mary Ellis; Back row - Gordon Denman, RJ Debevec.

LEADERSHIP



This award recognizes those who actively engage and offer ideas to make our company a great work environment. The award is given to employees who contribute new and unique thoughts on how we do business, work to help others succeed, serve as mentors to others, actively seek new challenges and embrace growth opportunities.

Leadership Honorees: Jason Lacher, Lorin Cyr, Joe Caudill, James Holt, Adam Moldovan. Standing solo - Ned Krohn.

SITE INTEGRATOR



This award recognizes individuals who play a key role to deliver MSA services across the site – this might be a key project or services that are cross-cutting or someone who supports multiple site contractors in their role. The award is given to employees who demonstrate alignment and prioritization of resources, promote efficient service delivery and actively seek resolution of emerging site needs.

Site Integrator Honorees: Sean McFadden, Ralph Erath, Ken Moser, Lorie Blehm, April Johnson, David Palmer. Standing solo – John Koberg.



MOST VALUABLE PLAYERS



The Most Valuable Players are employees who embody MSA's core values found in all the awards combined – they are leaders, excellent team members, embody the importance of safety, and consistently deliver quality service to ensure the success of our mission. These are positive role models within MSA.

Most Valuable Honorees: Rich Wyer, Dan Seitz, Korina Clements, Clyde Saunders, Tom Folger.

TEAM AWARD



MSA has accomplished a number of key projects over the past year. All were done through the effective teamwork and collaboration from various subject matter experts and team members.

Team Honorees: Representative Jeremiah Yount (5-Year Reactor Re-entry), Bud Twigg (Acquisition Verification System), Jennifer Bilskis (Hanford Site Hazardous Energy Control Training), Ali Hertzler (HPMC Data Center Migration), Keisha Garcia (Small Business and Socioeconomic Goals), Dawna Juette (HAMMER Training Records)

TEAMS LISTED IN ALPHABETICAL ORDER:

Acquisition Verification System

Zach Comstock
Jonathan Sanwald
Bud Twigg

Small Business & Socioeconomic Goals

Victoria Alexander	Dana Looney
Mario Amaro	Irma Madrigal
Amber Bush	Brian Mair
Frank Campisi	Kathy McLerran
Lyn Casseday	Ben Moyers
Jim Daniel	Claire Neville
Brandon DeCoria	Matt Parker
Chris Downing	Krista Paulson
Sami Finney	Shari Penny
Bill Gallinger	Brandi Sawicki
Keisha Garcia	Dan Werry
Greg Gilbert	Ed Whitney
Pamela Grant	John Williams
Hilary Jamison	Buzz Zunker
Amy Justice	

5-Year Reactor Re-entry

Jerry Bosley	John Nugent
Dan Breitenfeldt	Frank Omlin
Briana Colley	Brian Parsons
Pauline Marta	Denise Prior
Cushman	Robin Quinton
Gary Davis	Raja Ranade
Kelley Deatherage	Juan Rodriguez
Garrick Durlinger	Jim Santo
Pat Egan	Clyde Saunders
Panfilo Gonzalez	Rick Schieffer
Eric Hokanson	Wayne Schofield
Bill Holt	Tim Schwisow
Rick Justice	Joy Shoemake
Josh Lampson	Rocky Simmons
Gary Lyon	Henry Sparks
Chico Mata	Mark Thompson
Steve Mobley	Justin Wilde
Grant Monrean	Joe Wiley
Rick Moren	Larry Williamson
Jeff Morrow	Ellen Wright
Vanessa Morfin	Jeremiah Yount
Paul Nelson	

HAMMER Training Records

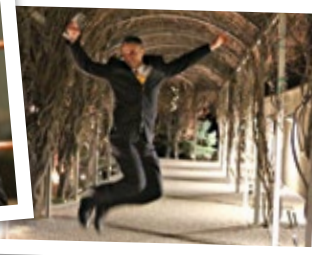
Vikki Ballew	Jessica Lyle
Dawna Juette	

HPMC Data Center Migration

Brian Abbott	Jason Lacher
Doyle Bareither	JJ Lane
Andrew Brickey	Aaron Mason
Chris Brown	John Morgan
Phil Budde	Steve Payzant
Carla Combs	Patty Porter
Neil Corrigan	Jon Rowley
Tim Daniels	Matt Sterkel
Mike Epler	Rick Strickland
Robert Gomez // HPMC	Anel Suarez
Teresa Grillo	Gabe Suarez
Ali Hertzler	Joe Vela
Joe Kadinger	Wyatt Winters
Todd Krahenbuhl	

Hanford Site Hazardous Energy Control Training

Jennifer Bilskis	Kalle Hyrkas
Chris Holway	Bradford Jackson
Dennis Humphreys	Michael Stordahl





Hanford Fire Implements New Work Schedule

HFD firefighter conducting prescribed burn activities.

MSA's Hanford Fire Department (HFD) recently initiated a change from the existing platoon schedule (24 hours on/24 hours off) to a new 48 x 96 (two days on/four days off) work schedule.

This new shift was a result of collaboration between union and management to improve morale and job satisfaction. The idea of the new schedule was identified during a Kaizen event which looked at options for recruiting and retaining personnel.

MSA put together a team of representatives from the HFD, Emergency Services management, Labor Relations, Human Resources and Payroll to evaluate the proposed change and to determine actions required in order to implement the change.

This team determined that the new schedule could be put into effect with no significant cost impacts and with virtually no disruption to operations. A Memorandum of Agreement to the Collective Bargaining Agreement was developed and signed by union and company representatives. The agreement received strong support from the union and established a trial period of one year to determine if the new schedule should be permanently implemented.

"It was a big morale boost for our team. More time is now spent with our families with less time recovering from the previous shift."

**KYLE HARBERT,
FIREFIGHTER**

Benefits of the New Schedule

Both the HFD and MSA are optimistic that the new schedule will provide many benefits to employees and the company, including:

- Reduction in commuting time.
- More quality time with family.
- Efficiencies in training schedules.
- Reduction in employees trading work days.
- Reduction in employee sick leave use.
- Overall increase in employee morale.

According to Kyle Harbert and his fellow firefighters, "It was a big morale boost for our team. More time is now spent with our families with less time recovering from the previous shift."

"I am happy we were able to transition to a work schedule that allows our emergency responders to increase their quality of life and maintain a high standard of performance for our customers. This is truly an example of good people doing good things," said HFD Chief Norb Kuhman. ■



ABOVE: The Biological Controls team (Adam Hamel, Matt Moorman, Brad Victry, William Spires, Jeremy Boyd, Lorri Vance and Patrick Weller) with the new Miller Nitro sprayer.

RIGHT: Nitro sprayer used for herbicide spraying.

Biological Controls Brings in New Sprayer

Biological Controls recently began using their new Miller Nitro sprayer, which allows them to conduct herbicide spraying in huge burial grounds. This new machine allows the crew to work in the hot months and drive over vegetation without the risk of touching the vegetation, which is important for fire prevention.

Prior to the purchase of the new sprayer, members of the Biological Controls team brought safety concerns to the attention of management regarding the old age and reliability of the existing equipment. Upon approval by management, the Biological Control team worked together to find the most appropriate and cost effective sprayer for their needs. ■

EMPLOYEE FOCUS Meet Ricky Churchman

What do the San Francisco 49ers; Pearland, Texas and MSA have in common? They are connected to Ricky Churchman, MSA's master of numbers and a controller of company finances.

Ricky was born and raised in Pearland, Texas - a small town south of Houston. His first job, one that would pay off years later and lead him to where he is today, was a jack of all trades at the family's pipeline construction company.

He received a football scholarship from the University of Texas, Austin. Churchman played all four years, including the team's national championship game appearance in 1978. After graduating with a degree in accounting, he was drafted by the San Francisco 49ers.

His NFL career included playing with Joe Montana and a Super Bowl win. After a knee injury, Ricky returned to Austin and put the skills he learned from the pipeline company to good use.

"I started a roving mechanic business out of the back of my pickup truck," Ricky said. "One day I received a call from a guy who had a broken tractor. When I finished the job, we started talking about my interests and career goals. It turned out he worked for Lockheed in accounting."



Ricky stands in front of a poster of himself from his 49ers playing days.

A job offer came a few months later after the accountant received a glowing recommendation from Ricky's college coach during a chance encounter on a golf course.

After jobs in Austin, Idaho and Houston, Ricky accepted a job at Lockheed Martin in Richland in 2002. In 2009, Churchman joined MSA as the controller of accounting and finance.

"There is a lot of responsibility that comes with working in the finance department at MSA," said Ricky. "Just like in sports, you rely on your teammates. I have a great team and I couldn't do this without them."

Churchman has been married for 13 years and has three children. ■

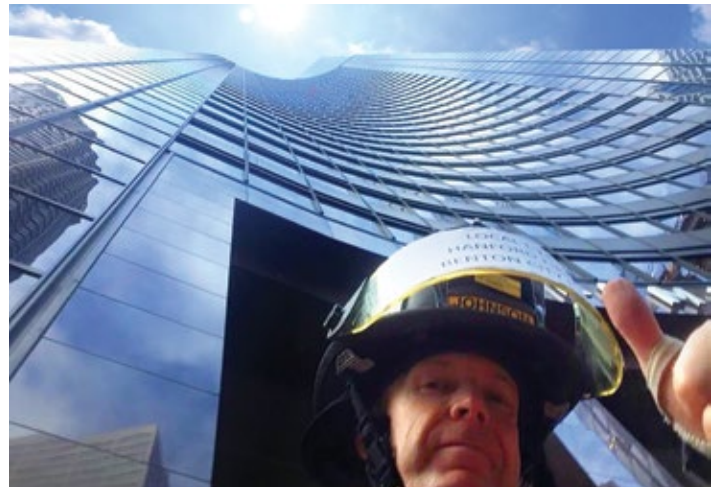
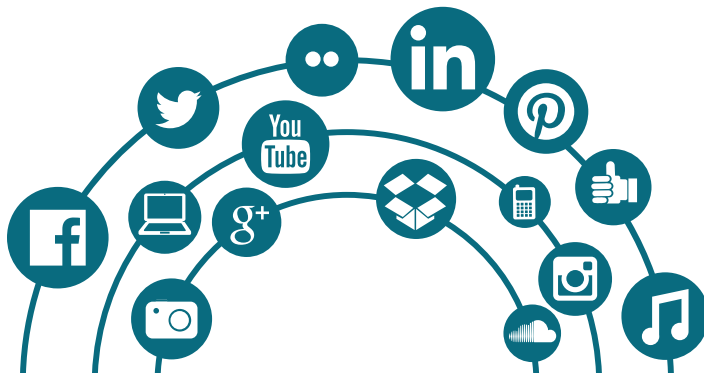


MSA intern Elizabeth Allard proudly displays the MSA LinkedIn profile she created.

Show Us Some Social Media Love

Are you on social media? Did you know that MSA has both a Facebook page and a LinkedIn page? Show us some social media love by liking us on Facebook and following us on LinkedIn. Our Facebook page features our employees engaged in community involvement and helps promote events and activities for our corporate giving partners. To find us on Facebook, search for Mission Support Alliance or go to facebook.com/missionsupportalliance.

Elizabeth Allard, an intern in the MSA Real Estate Services group, created the MSA LinkedIn page as part of a project for a class at WSU Tri-Cities. Elizabeth is majoring in Business Administration and has been with MSA for almost two years. In today's online and media-driven society, LinkedIn offers businesses a professional platform to expand their reach. This platform offers organizations, such as MSA, the opportunity to feature job posts, recruit, and share their corporate culture with internal and external audiences, providing a competitive advantage among employers within the industry. Search for Mission Support Alliance and select the company page that has the MSA logo. ■



2016 Scott Firefighter Stair Climb

In early March, 13 members of Local I-24 (Hanford Fire Department and Benton County Fire District No. 2) team participated in the 25th Annual Firefighter Stair Climb at the Columbia Tower in Seattle, WA. Over 1800 firefighters from around the world competed in this event, climbing the Columbia Tower in full structural firefighting gear, up 69 floors, 1356 steps, and 744 feet of elevation gain. The firefighting gear adds an additional 35-45 pounds.

This year, the I-24 team raised more than \$13,500 in donations for the Leukemia and Lymphoma Society! ■

PICTURED ABOVE: HFD firefighter paramedic Keith Johnson ready to begin his trek up the Columbia Tower in Seattle, WA.

MSA Helps Crush Cancer at Fundraising Breakfast

As the title sponsor for the Tri-Cities Cancer Center Foundation's annual fundraising breakfast, MSA



made a huge impact for local cancer patients. In addition to our sponsorship, MSA also made a donation to the capital campaign to assist with the expansion of the Tri-Cities Cancer Center. This expansion will bring new services, enhanced technology and greater comfort for patients.

Nearly 30 MSA employees attended the breakfast to lend their personal support to the expansion efforts at the Cancer Center. In total, the breakfast was attended by more than 750 people and raised a record total of more than \$107,000! ■



MSA Partners with Local Organizations to Assist Job Seekers

Employees from MSA's Human Resources (HR) group have been partnering with local organizations to assist job seekers. They have worked with WorkSource Columbia Basin to assist veterans with resume building and mock interviews to help them find meaningful and sustainable employment. HR has also worked with the Division of Vocational Rehabilitation to help members of the community with disabilities find employment opportunities, as well as to aid existing MSA employees who have disabilities with any issues that arise within the course of their employment.

In January, HR established a new partnership with Goodwill Industries by introducing a five-course workshop for job seekers. The workshop curriculum covers topics such as career planning, resume writing, job search strategies, interviewing and more. MSA will continue to support the program by offering one-on-one mentoring and coaching to interested attendees. ■

PICTURED ABOVE: Senior Human Resource Specialist Daniel Seitz leads a workshop at Goodwill Industries on networking. Twenty-eight people attended this workshop.



2016 Boys & Girls Club of Benton and Franklin Counties Youth of the Year winner, Zebbie Castillo (left) poses with executive director Brian Ace and other finalists Zach Johnson and Carlos Magana. Zebbie is also the winner of the Washington State Youth of the Year.

MSA Sponsors Youth of the Year Retreat

In an effort to strengthen our corporate commitment to education and leadership development for youth, MSA sponsored the Youth of the Year retreat for the Boys & Girls Club of Benton and Franklin Counties. The retreat allowed Youth of the Year finalists from clubs throughout the Tri-Cities to have dedicated time and training to work on their speeches and essays for the competition, as well as receive support and mentorship on personal, educational and career development. An MSA representative also served as a judge for the competition. ■

MSA Supports JA in Many Ways

MSA and our employees go well beyond participating in the annual bowling fundraiser to support Junior Achievement (JA). MSA sponsored more than 150 students from the Tri-Cities to attend Finance Park at the JA World facility in Yakima where students applied budgeting concepts in a four-hour simulation. MSA employees supported the JA World experience as volunteers to assist the students.

Each year, several MSA employees also serve as JA classroom volunteers, teaching programs to energize and empower local students on subjects from budgeting to the global marketplace to business and marketing. ■



Interface Management employee Ralph Erath taught the JA Economics for Success at Highlands Middle School. After talking to them about the importance of saving money, Ralph invited students to open their own savings account and generously provided their first deposits for them!



MSA Employees 'Build Bridges' with Middle School Students

Several MSA employees spent a recent Friday with over 100 Stevens Middle School students, teaching them about engineering careers and participating in a hands-on activity called "Building Bridges." The event was organized by MSA Engineering in support of the local Mathematics, Engineering, Science Achievement (MESA) organization. MESA provides opportunities to underrepresented students to support their pathway to college and careers in the science, technology, engineering and math fields.

Eight MSA Cares volunteers provided presentations and then challenged students to build bridges using popsicle sticks and hot glue.

More information about MESA can be found at [washingtonmesa.org](http://www.washingtonmesa.org). ■



ABOVE: MSA volunteers Dharmendra Rana and Lauren Lasalle judge the friendly competition.

RIGHT: MSA volunteers Gary Greene and Heather Pina ensure a bridge meets design requirements during the competition.

MSA Employees Show Off Their “Americana” and Support JA

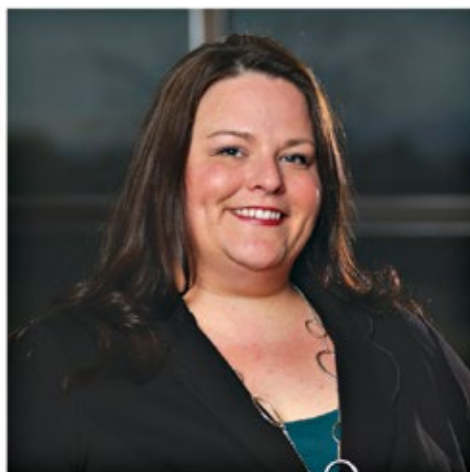
The annual Junior Achievement bowling tournament took place Feb. 29 – Mar. 5 at Atomic Lanes in Richland. MSA had 43 teams participate who raised an astounding \$30,081! We not only won the top fundraising company honors back, but we increased our fundraising by 50 percent! Way to go MSA – your support of JA is amazing! ■



DELIVER ON **COMMITMENTS**



MSA recognizes excellence in customer service is key to our success.
MSA strives to listen to our customers, partner with them and
respond with agility and purpose to meet their needs.



Operating Excellence Team Drives Continuous Improvement

MSA's Operating Excellence Team is driving continuous improvement across the Hanford Site. The program provides Lean Six Sigma methodologies that measure day-to-day processes and determine where improvements can be made.

Lean Six Sigma is a proven methodology that relies on a collaborative team effort to improve performance by removing waste (either time or materials) in a process to improve the workflow. By using a team approach, organizations can ensure that a project or program meets customer expectations.

The Operating Excellence team has supported many process improvement efforts at Hanford from business processes, to environmental surveillance, to maintenance and operations activities, including multi-contractor initiatives and teaming partners. As facilitators, these certified Lean Six Sigma Black Belts are a group of specially trained experts who guide teams through improvement activities.

Whether you want to make your process more efficient and effective, improve team and customer communication, implement a new technology, or improve work quality, MSA's Operating Excellence team is here to support you.

Some of the groups who have benefited from working with the Operating Excellence team include:

- DOE River Corridor Contract Change Process
- DOE Nuclear Safety Division
- Hanford Sitewide Standards Committee
- Hanford Fire Department
- WRPS Tank Farm Retrieval and Closure
- WCH Subcontract Closeout
- Hanford HAMMER Training
- Hanford Administrative Record
- MSA Procurement Process
- MSA Inter-Contractor Work Order Process
- MSA Job Hazard Analysis
- Facility Emergency Response Organization
- MSA IM Engineering Asset Management
- MSA ERDF Waste Management

A culture created through Lean Six Sigma, focused on process performance, instills the importance of quality and continuous process improvement. ■

(TOP ROW, left to right) Tracy Hale – Lean Six Sigma program manager and Black Belt, Holly Munroe – Lean Six Sigma Black Belt and Operating Excellence specialist, Annika Reams – Lean Six Sigma Green Belt and Operating Excellence specialist. (BOTTOM ROW, left to right) Elizabeth Lugo – Lean Six Sigma Black Belt, Marnelle Sheriff – Lean Six Sigma Black Belt, Laura True – Lean Six Sigma Black Belt.



Several worker trainers from various Hanford contractors gather during their Worker Trainer Weekly Safety Meeting.

HAMMER Worker Trainer Program Influences HAMMER Courses

The Worker Trainer Program at the Volpentest HAMMER Federal Training Center is part of MSA's commitment to providing the proper training to site employees, allowing them to effectively and safely perform work. The program brings experienced craft from the field directly to the students and training at HAMMER. Since the program began in the early 90s it has successfully grown from one subject area (hazardous waste) and 12 worker trainers, to six different topical areas of training and more than 60 worker trainers.

"The training provided by the program is similar to the peer-to-peer training that our members receive during their apprenticeship, and we believe it is contributing to a safer worksite," said Bob

Legard, labor representative for the Central Washington Building & Construction Trades Council.

The scheduling of worker trainers relies heavily on the contractor and front line supervisor's support. In return, management and coworkers benefit by having a subject matter expert on their work team. The worker trainers come from a variety of crafts within the Hanford Atomic Metal Trades Council (HAMTC) and the Central Washington Building & Construction Trades Council.

"One of the greatest benefits of the program is the mentoring and safety advocacy that occurs in the field by the worker trainers."

**RANDY COLEMAN,
HAMTC TRAINING DIRECTOR**



(ABOVE, left) Teresa Irvin instructing a group of Respirator Protection Refresher students prior to entering the HAMMER training tower.

(ABOVE, right) Steve Johnson, an MSA worker trainer instructing during a HAZWOPER 8 Hour Refresher course.

Keeping a balanced mix of trainers from the different crafts is vital to the success of the program, ensuring all of the talent across the site is utilized.

"One of the greatest benefits of the program is the mentoring and safety advocacy that occurs in the field by the worker trainers," said HAMTC training director Randy Coleman. "They become leaders in their field and constantly have their training hat on which inspires continuous learning for everyone."

The future is bright for the Worker Trainer Program as they share this model across the DOE complex through the HAMMER and DOE National Training Center partnership. ■



From left to right: Cindy Hemsworth, Tana Andrews, RJ Knight, Kim Leonard, Tia Newell, Chris Shannon, Darren Barrow, Ashley Smith.

MSA Looks to the Future with Key Hardware Upgrade

In an effort to keep up with changing software and cyber security demands, Information Management (IM) staff took on the significant task of changing out more than 200 thin clients and replacing them with new, upgraded devices.

While the transition to the new thin client may not come with the shine of a new car, it does offer increased cyber security and more energy and space efficiency.

"This was a really important step for us to maintain the level of security and supportability we currently have in our desktop environment across the Hanford Site," said Anel Suarez, MSA's director of Network Infrastructure & Computing Service. "The older thin clients still work fine, but they are quickly becoming obsolete and eventually will not be able to support software updates, including security patches."

The replacement process began in October and was completed by the end of the 2015 calendar year.

"This project could not have been completed so swiftly and with such precision without the stellar efforts of each team

"This was a really important step for us to maintain the level of security and supportability we currently have in our desktop environment across the Hanford Site."

**ANEL SUAREZ,
DIRECTOR OF NETWORK
INFRASTRUCTURE &
COMPUTING SERVICE**

member involved," said MSA project manager Ashley Smith. "The smooth user transition and the ultimate success of the project truly is a testament to the group's dedication and ability to work as one cohesive unit."

Throughout the process, IM reached 38 buildings and

recycled more than 250 pounds of materials.

Smith said this effort saved thousands of dollars in upgrade and replacement costs. Currently, there are more than 3,600 thin clients across the site. ■



RJ Knight, Field Support Services Technician, hard at work installing a new P25 thin client device at a customer's workstation.



Craig Walton, vice president of Emergency Services, welcomes 38 new firefighters and security police officers.

New Faces at MSA

In February, 186 new employees joined MSA - one of the largest new hire groups brought on by our Staffing and Procurement teams! The group included employees from the Lockheed Martin transition and new hires joining Emergency Services.

"The preparation for a hire of this magnitude was pretty intense, but our professionals handled it all expertly," said Julie Lindstrom, MSA's Staffing, Diversity & Development manager. "It really was a huge team effort with the hiring organizations, the Contracts organization and many others."

To accommodate the large group, Staffing organized two new hire orientations. One was held at the Volpentest HAMMER Federal Training Center's Administration building for many in the Lockheed Martin transition. The second orientation was held at HAMMER's Patrol Training Academy and hosted 38 new firefighters and patrol officers joining Emergency Services.



MSA Procurement held a vendor fair for the affected employees (Lockheed Martin transition) last November at the HAMMER facility.

In addition to the MSA new hires, the Procurement organization facilitated a large onboarding of 94 subcontractor employees from various local companies. The new employees will be supporting the Mission Support Contract in the Information Management field.

Lindstrom added "I was so impressed with the collaboration and the effort by all those involved to make the onboarding process so successful." ■

Kudos to Site Services & Interface Management Employees

I want to take the time to let you know how I appreciate the support I have received from two of your employees: Manny Chavallo and Mike Bunch.

I have been very fortunate to get to work with Manny for over two years now. He takes the time and makes the effort to understand the complex issues that we have worked on together. His customer service skills are outstanding. I know I can always depend on him!

I also want to commend Mike Bunch. He has been working with WRPS Environmental on the onerous task

of coming up with a workable maintenance program for our light plants, generators and compressors. Mike's depth of knowledge has been extremely helpful as we try to design a maintenance program that meets the requirements without disrupting work in the tank farms.

I have been very lucky to get to work with these two outstanding members of your team and I am very grateful for their support.

Liz Farinola, WRPS Interface Management



RCT Mark Wall responds to an emergency call to survey debris found on the side of the road.



RCTs, Archie Parker and Joe Wiley and Health Physicist, Lindsay Nelsen (in blue) conduct soil surveys at N-reactor in preparation for bird nest removal activities.

Radiological Control Team at Your Service

The MSA Radiological Control team (Rad Con) is ready at a moment's notice to support daily and ongoing work activities, as well as emergency preparedness activities both on and off the Hanford Site.

Rad Con is a part of the Worker Protection organization directed by Wayne Schofield in the Environmental, Safety & Health organization. Rad Con has 32 employees who range in expertise from health physicists, radiological engineers, radiological control technicians (RCTs), supervisors and support staff.

The Rad Con team work includes environmental monitoring (water, soil, vegetation, wildlife, fish and dairy) both on and off the site, surveillance and support of shipments coming and going from the site, electrical and water utilities, excavations, vehicles and equipment used in radiological areas and radiological worker training. The Rad Con team also provides support services to both the Hanford Radiological Instrumentation Program and Internal and External Dosimetry. In addition, MSA Rad Con has the rare capability to perform alpha and gamma spectroscopy in the field using state-of-the-art technology and instrumentation.

Radiological Emergency Preparedness

A very important aspect of the Rad Con team is Radiological Emergency Preparedness. In the event of an emergency, Rad Con works in conjunction with the Emergency Management Program and must be prepared to respond 24 hours per day, 365 days per year.



MSA RCT Archie Parker (blue sweatshirt) performs whole body surveys of personnel exiting a 105-H Reactor Contamination area.

Pete Lombardozzi, program manager for MSA's Radiation Protection Program and Radiological Emergency Preparedness states, "The safety of site employees and the public is our number one priority. We are fortunate to have a radiological control staff that averages more than 25 years of experience throughout the ranks."

The Rad Con organization performs approximately 5,000 radiological surveys each year. "There is not much on the Hanford Site that happens without some degree of radiological support and MSA's Rad Con team delivers every time," said Mike Wilson, vice president of Environmental, Safety & Health. ■

SITEWIDE INTEGRATION



MSA employees proudly serve DOE and partner with contractors in our Hanford Site integrator role. Through efficient service delivery, forecasting of cross-contractor needs, alignment and prioritization of resources and resolution for emerging site needs – we support and enable the cleanup mission.



Manhole Cover Replacement Demonstrates Teamwork, Safety

This past winter, Lockheed Martin (LMSI) was contracted to replace a damaged telecom manhole cover in the 200 East Area. A multi-craft crew was assembled using MSA loaned labor, including Road Maintenance, Electrical Utilities linemen and Radiological Controls. Once the materials were in place, the three organizations worked with LMSI to coordinate the various work tasks in a timely manner. With freezing rain and snow in the forecast, the crews put in the extra effort to complete the entire task in one day. The work was completed safely and ahead of schedule thanks to the coordination and effort by these organizations. ■

ABOVE: Electrical Utility workers Vince Leffler, Nathan Case and Dean McGuire work to set the new manhole cover in the 200 East Area.

RIGHT: Road Maintenance crew members Curtis Cleveland, Steve Williams and Dan Record lay asphalt around the newly installed manhole cover.



Brian Harmon (MSA), Karen Gaydosh (Demand Management) and Kevin Leary (DOE) in Borrow Pit 6, near the 300 Area.

Industrial Mineral & Conservation Plan Now Available

MSA, in collaboration with DOE and other contractors, recently completed the Industrial Mineral and Conservation (IMAC) Plan – a resource management plan for use of the industrial minerals on the Hanford Site. The IMAC Plan identifies the regulatory and site requirements applicable to borrow pit operations and provides guidance on how to minimize impact to the natural, biological and cultural resources, while focusing on conservation.

Industrial minerals include soils, gravel, basalt cobble and basalt stone needed to support site construction and cleanup activities. The plan addresses only DOE-administered site lands and active borrow pits.

This plan, developed by Real Estate Services under Public Works, serves as the

basis for MSA's development of a borrow pit management program and will be used as a source document during the next Hanford contract acquisition strategy. MSA annually collects estimates for borrow source material from each site contractor to forecast future borrow pit needs. Brian Harmon, MSA borrow pit manager stated, "By working closely with the Hanford contractors, we are safely and cost-effectively using these resources to help reclaim the Hanford landscape. By beginning each excavation with the end in mind, we can minimize impacts to the environment and reduce future pit reclamation costs." ■

Hanford Borrow Pit Snapshot:

- 11 active borrow pits
- Covers over 670 acres
- Sand and gravel mixture
- Approximately 15 million cubic yards of material remaining in the active pits



Exercise creator Gene Ogden (sunglasses) observes Hanford Fire paramedics as they move a patient suffering from a simulated heart attack during the January exercise.

MSA Emergency Management Program Defines Customer Service

Wikipedia defines collaboration as “working with others to do a task and to achieve shared goals.” The Hanford Emergency Preparedness Exercise performed in January is a prime example of that definition. By working cooperatively with CH2M HILL Plateau Remediation Company (CHPRC), DOE-RL, and other Hanford Site contractors, MSA’s Emergency Management Program (EMP) was able to plan and execute an exercise in roughly half the amount of time normally needed.

MSA was tasked with conducting an exercise as part of a readiness assessment CHPRC was performing for future demolition at PFP. What made the development of this exercise unique was the collaboration between the EMP exercise development team and PFP Operations as the exercise was being developed at the same time as many processes were being put into place to conduct the work.

Exercise team members Tony Gibson and Gene Ogden with MSA Emergency Management’s Readiness Assurance, went above and beyond the call of duty to ensure all pieces were in place for the drill. The exercise package allowed the Hanford Emergency Response Organization



A PFP heavy equipment operator suffers a (simulated) heart attack. Another demolition crew member comes to his aid while Hanford emergency services are called for immediate assistance. An exercise evaluator is in the distance observing and taking notes.

(ERO), including the PFP Facility ERO, EOC, Hanford Fire Department and Hanford Patrol, to demonstrate readiness to respond to a simulated emergency. The exercise achieved three main goals:

- Demonstrate the PFP Facility ERO’s capability to respond to and mitigate an emergency involving the PFP open air demolition.
- Test the Hanford ERO’s capability to respond and support an emergency, and to protect workers.
- Provide the opportunity for workers to demonstrate appropriate protective actions in response to a take cover alarm.

In conjunction with this exercise, a protective action drill in the 200 West Area was also conducted. ■



Hanford Guards Union Contract Agreement



ABOVE (left): The Hanford Guards Union (HGU) and MSA Labor Relations came to an agreement on the new contract for the guards. The new contract will be in effect for five years. (left to right) back row – Dave Donovan, James Dewey, Mary Murphy, Monty Giulio, Heather Goldie, Maureen Gore; front row – Gary Randles, Ed Pacheco, Delmer Graham, Jason Barger and Tom Farris.

ABOVE (right): James Dewey and Mary Murphy, with Labor and Employee Relations sign the new HGU contract.

MSA Develops Tool to Assist Central Plateau Cleanup

As cleanup work in the River Corridor nears completion, focus will shift to Central Plateau remediation. This area includes hundreds of active and excess facilities and more than 1,000 soil waste sites that require remediation.

DOE-RL asked MSA's Portfolio Management (PFM) team to develop a tool that will effectively track and display the status of all regulatory decisions. Regulatory decision documentation is needed to obtain and implement an interim or final remedial action. The tool is called the Regulatory Decision Documents (RDD) Reporting Tool.

"Because the remediation process requires multiple documents, tracking the status of the regulatory decisions is important," said Lynn Tanasse, PFM technology project manager. "Cleanup work cannot begin until the documentation is complete and the cleanup decisions are approved."

RDD is a web application that provides users with visualizations and geographic information. It enables users to select and display current information by environmental cleanup object such as:

- Regulatory documentation completed to-date.
- Selected remedies, as applicable.



The project team from left to right: Lynn Tanasse, Ben Gelhaus, Craig Seal, Michael Barada, Thomas Powers, Andres Montalvo, Marisa Renevitz, and Ken Moser.

- Hyperlinks to current documentation in the Tri-Party Agreement (TPA) Administrative Record.
- Key groundwater operable unit information.

To help users find what they are looking for, the RDD application uses colors to depict the different statuses. A table allows users to filter and group the environmental cleanup objects by various attributes that are displayed on a map. The table also contains hyperlinks to the current version of the regulatory documents in the TPA Administrative Record. ■



Tour participants viewing the Environmental Restoration Disposal Facility (ERDF), one of the stops visitors will get to see on the Hanford Site Cleanup Tour.

Changes Ahead for the Hanford Site Public Tours

The Hanford Site public tour will see some exciting changes in 2016. Renamed the Hanford Site Cleanup Tour – it will focus mainly on the facilities supporting today’s cleanup mission. Some notable milestones in 2015 specific to cleanup, was the removal of 52 pencil-necked tanks and a record 2.4 billion gallons of groundwater that was treated to remove chemical and radiological contamination.

“If you are interested in learning about what’s going on at Hanford today - this is the tour for you,” said Karen Sinclair, MSA, who manages Hanford Site tours for DOE-RL. The tours, which draw interest from not only the local community but across the nation, offers a comprehensive look at the progress made at the Hanford Site.

Tours will depart from the Volpentest HAMMER Federal Training Center and include a short tour around the campus. Additional stops include:

- Plutonium Finishing Plant
- Environmental Restoration Disposal Facility (ERDF)
- 200 West Groundwater Treatment System
- Waste Treatment Plant
- Cold Test Facility.



The Hanford Site Cleanup Tour will now depart from the Volpentest HAMMER Federal Training Center. Tour participants will begin at the HAMMER administrative building, with a brief tour of the campus.

“The information and project briefings offered on the tour are cleanup-focused, providing tour participants an opportunity to learn about the activities taking place at Hanford and to see firsthand their taxpayer dollars at work,” said Sinclair.

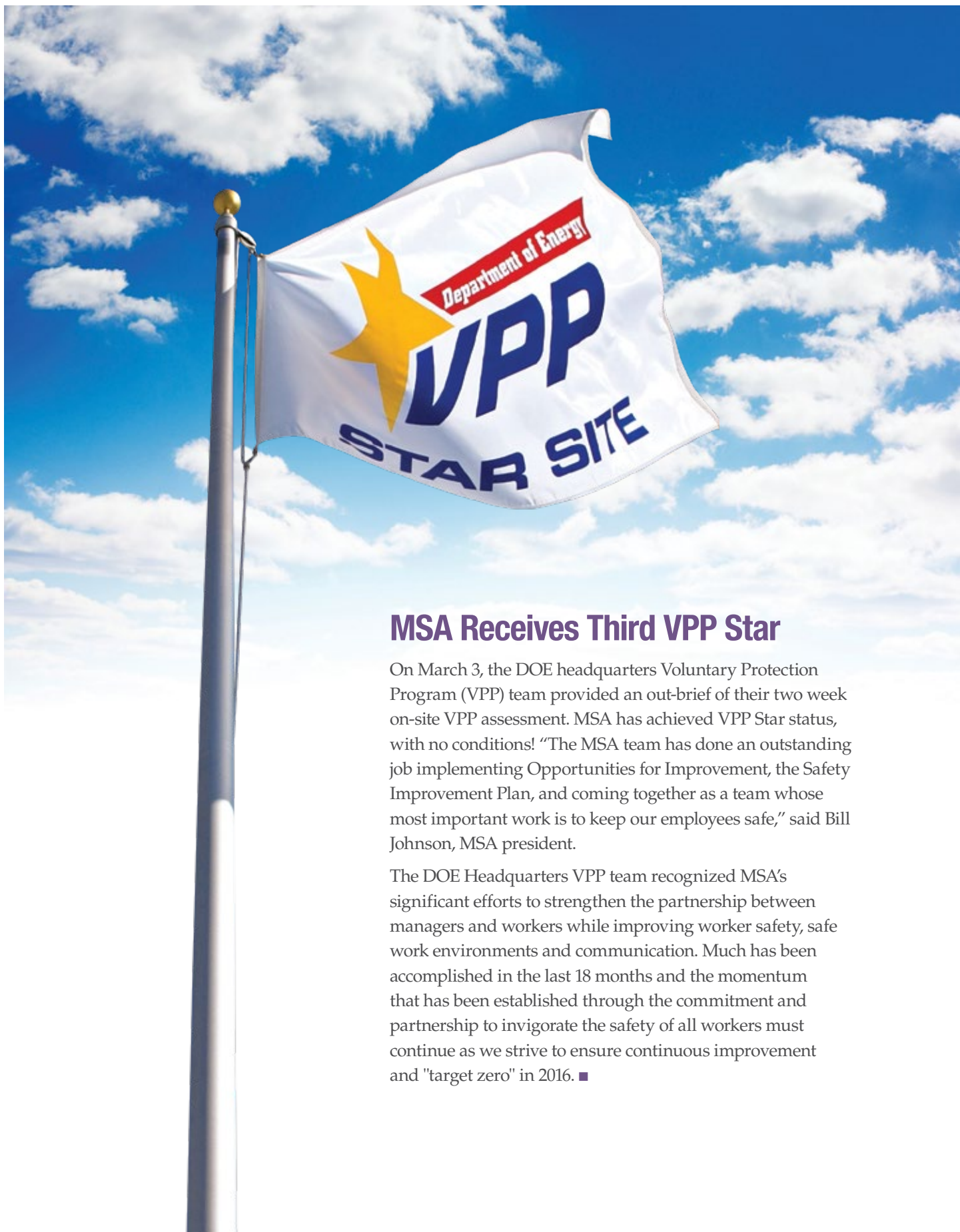
Online registration for the Hanford Site Cleanup Tour opened on April 5, with the first tours scheduled for May. Tour participants may be required to provide two forms of identification to meet badging requirements. ■

For more information, visit www.hanford.gov or contact Karen Sinclair at (509) 376-2151, Karen_M_Sinclair@rl.gov.

VPP STAR STATUS



Through diligence and dedication of ALL employees, MSA has a strong safety culture. MSA will continue to increase awareness of ongoing opportunities for safety improvement initiatives.



MSA Receives Third VPP Star

On March 3, the DOE headquarters Voluntary Protection Program (VPP) team provided an out-brief of their two week on-site VPP assessment. MSA has achieved VPP Star status, with no conditions! "The MSA team has done an outstanding job implementing Opportunities for Improvement, the Safety Improvement Plan, and coming together as a team whose most important work is to keep our employees safe," said Bill Johnson, MSA president.

The DOE Headquarters VPP team recognized MSA's significant efforts to strengthen the partnership between managers and workers while improving worker safety, safe work environments and communication. Much has been accomplished in the last 18 months and the momentum that has been established through the commitment and partnership to invigorate the safety of all workers must continue as we strive to ensure continuous improvement and "target zero" in 2016. ■



Fleet Maintenance employee Travis Larson places a magnet on one of the fleet vehicles to help remind his colleagues to complete their 360° walk-around.

Fleet Maintenance Safety Innovation

How many of you are consistent with performing a 360° walk-around prior to getting into a government vehicle? Reminders are posted on the vehicle windows, and in the past we have had campaigns to help remind us of this safety policy. With a recent uptick of vehicle accidents at MSA, the Fleet Maintenance Services Zero Accident Council (ZAC) came up with a unique campaign for their group.

Fleet's ZAC chairs had magnets made to put on one of Fleet's vehicles each morning. If the person driving that vehicle that day turns the magnet in to the ZAC chair, he receives a safety token. If the magnet is not turned in, it becomes an opportunity to remind the person of the 360° policy. Using positive reinforcement through a teaching opportunity, the Fleet team hopes to bring more awareness to the 360° walk-around.

Hats off to the Fleet ZAC team for taking the initiative and coming up with a way to help improve their 360° walk-around prior to driving a government vehicle! ■





Hanford Fire Department Graduates New Recruits

This past January, the Hanford Fire Department (HFD) proudly graduated 10 new firefighter recruits from the first fully scheduled academy to be held in several years. The academy consists of 12 weeks of rigorous training that includes both written and physical certification in the following categories:

- Rescue Technician Training
- Hazardous Material Technician Training
- Fire Extinguisher Technician Training
- HAMMER/Hanford Specific Training
- Vehicle Instrumentation Training
- Emergency Vehicle Accident Prevention Training

A second academy began in mid-February for 12 new firefighters. ■



PICTURED ABOVE: New HFD graduates. (Top row left to right) Chief Kuhman, Asst. Chief Tom Nelson, firefighters Jacob Shay, Stephen Griffith, Cole Devoir, Andrew Tucker, Asst. Chief Thomas True, Fire Marshal Rich Kobelski, Training Chief Nick Thomas. (Bottom row left to right) firefighters Michael Hodo, Jacob Walker, Fred Carlson, Colton Casillas, Lennon Rosenau, Andrew Stocker.

MSA | VALUES



MSA | GOALS

- 1 Become the employer of choice
- 2 Maintain VPP STAR Status
- 3 Demonstration of site integrator role
- 4 Deliver on commitments while demonstrating improvements in work products and deliverables

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